



**Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Office of Medicaid**  
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[www.mass.gov/masshealth](http://www.mass.gov/masshealth)



Eligibility Operations Memo 08-11  
July 1, 2008

TO: MassHealth Eligibility Operations Staff

FROM: Russ Kulp, Director, MassHealth Operations

RE: **MassHealth Operations Enhanced Business Workflow**

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#### **Introduction**

Federal regulations require MassHealth to conduct annual eligibility reviews. MassHealth Operations is implementing an enhanced business workflow plan to support this requirement. The details of the plan are outlined in this memo.

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#### **CPU Responsibilities**

Starting on May 19, 2008, MassHealth is selecting Health Safety Net (HSN) cases for review. HSN members will receive a unique eligibility review form (ERV-9) that is color coded brown and has "HSN" printed in the upper right "For Office Use Only" block. These reviews will be processed at the Central Processing Unit (CPU). [Eligibility Operations Memo \(EOM\) 08-10](#) covers the process of this initiative.

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#### **MEC Responsibilities**

Beginning May 19, 2008, an increased number of households will be selected to receive an annual Eligibility Review (ERV-5) form. These households include

- MassHealth only – waiver-population cases;
- Commonwealth Care-only cases; and
- a new profile select, mixed cases (combination of MassHealth, Commonwealth Care, and HSN members).

These cases will be processed by the MassHealth Enrollment Centers (MECs).

Beginning in June 2008, MER senior profile selects will be enhanced to select an increased number of households. These eligibility review forms (MER) forms will continue to be processed by the appropriate MEC.

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**Change for  
Intake VC1**

To support the MassHealth Operations business enhancement effort, changes have been made to the MA21 member notices system. These changes, effective May 19, 2008, are intended to redirect verifications from the MECs to the Central Processing Unit (CPU). This change applies to verifications resulting from the submission of a new Medical Benefit Request (MBR).

VC1 notices sent to applicants submitting MBRs (paper and electronic) will instruct applicants to send verifications to the following address:

EOHHS  
P.O. Box 290810  
Charlestown, MA 02129.

The following contact numbers will be listed on the VC1:

phone: 1-800-841-2900  
TTY: 1-800-497-4648 for people with partial or total hearing loss  
fax: 617-241-3299.

**Note:** Verifications resulting from annual reviews (ERVs) will continue to be directed to the appropriate MEC, with one exception, the HSN-only annual review. Please see EOM 08-10 for information about the HSN-only annual review.

After an application has been approved or denied, the responsibility for case maintenance will move to the appropriate MEC. The address and phone numbers on subsequent maintenance VC1s will change to the MEC.

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**Earned Income  
Verifications**

Effective immediately, eligibility workers should begin accepting one pay stub rather than sending out a VC1 for a second wage stub to verify earned income. This change is intended to reduce the volume of VC1s generated and will further support MassHealth Operations enhanced business workflow. There will be updates to MassHealth regulations and publications, including applications and ERVs, to reflect this change.

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**Questions**

If you have any questions about this memo, please have your MEC designee contact the Policy Hotline.

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